



Responding to a claim to an Employment Tribunal

(Details of a hearing to be sent)

Presidential Guidance

Under the Employment Tribunal Rules the Presidents of the Employment Tribunals in England and Wales and Scotland may issue Presidential Guidance. The aim of that guidance is to enable the parties to better understand what is expected of them and what to expect of the tribunal and to improve consistency in the way Employment Tribunals manage cases. It is not binding but should be followed where possible.

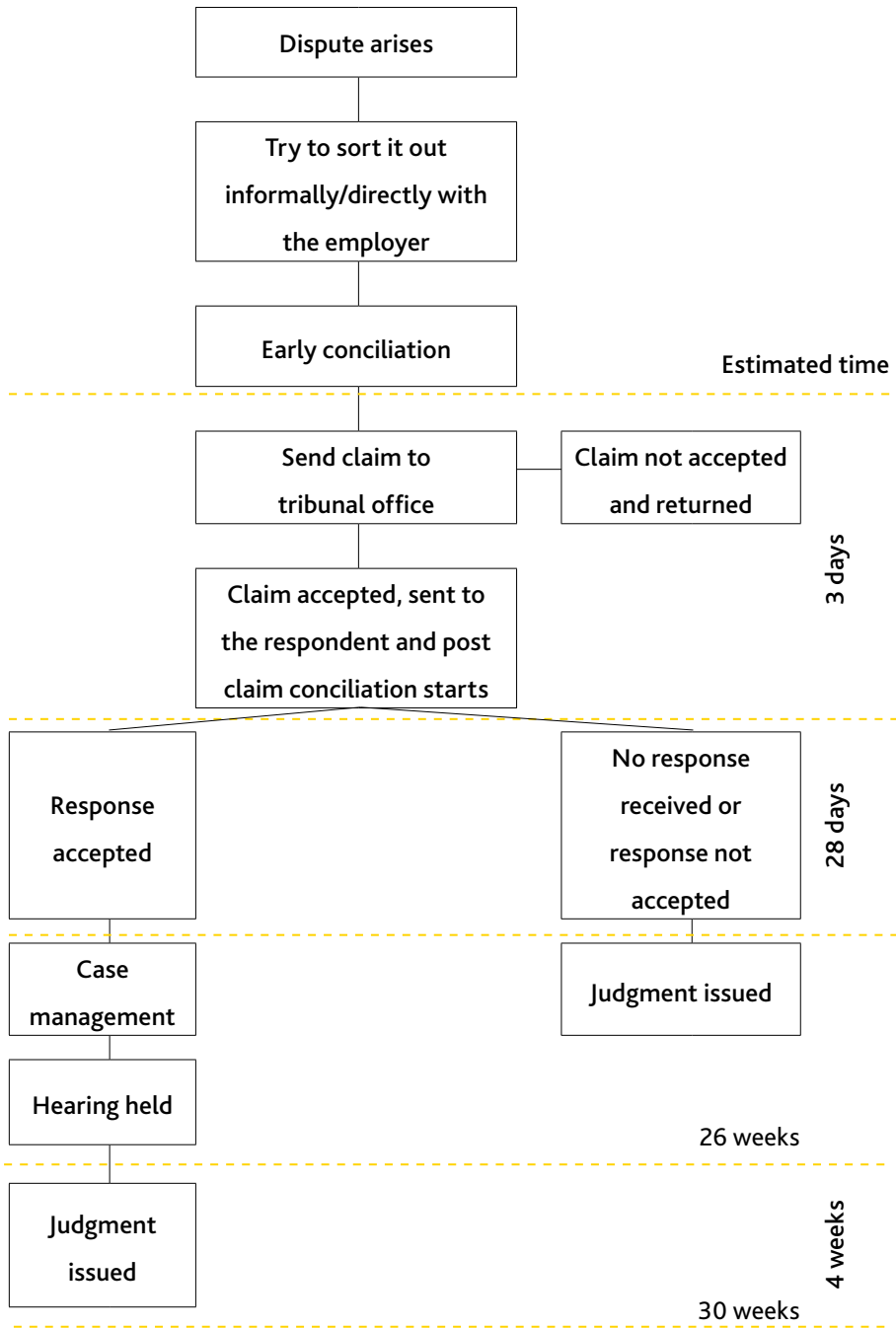
The Presidential guidance issued by both Presidents may be found at:
www.gov.uk/employment-tribunals/legislation

Having a claim determined by an Employment Tribunal can take a number of months. The average time between submitting your claim to the tribunal and getting a final decision is 34 weeks¹. The length of time it takes to complete the process will depend on what your claim is about and the issues involved in your claim – if there are lots of issues, or they are complicated, your case may take longer than the average.

Cases that are accepted into, and proceed through, the employment tribunal system are determined on their merits. If the employment tribunal upholds the claimant's case, the tribunal will consider what award to make and calculate what should have been paid if the breach of a claimant's rights had not occurred. The majority of jurisdictions (types of claim) do not allow for unlimited awards and, even where they do and claims are made for large amounts of compensation, the tribunal will take into account the relevant information to ensure that any awards are appropriate.

Tribunals will decide what award the claimant is entitled to according to their personal circumstances, including age, earnings, and for cases involving discrimination, injury to feelings. Awards for injury to feelings will be based on existing guidance, set down in case law. For unfair dismissal claims, the tribunal can make an award for future loss of earnings. The purpose of the award is to compensate employees, not to punish employers.

Claim process summary



Before responding to an employment tribunal claim please refer to the table below. This contains information on the average length of time it takes to get a final judgement and the average award made by the tribunal, to help you understand the common outcomes for claims in your jurisdiction before entering the employment tribunal process. You can obtain impartial advice about how to respond to a claim from the Acas Helpline on 0300 123 1100.

1 Source: ET and EAT Annual Statistics 2013-14

Note: The average has been measured by the 'median' which is the middle number in a series of numbers that have been ranked from lowest to highest.

Table 1 below shows the average awards made at tribunal and the average length of time from receipt of claim at tribunal to the final judgment being sent to all parties for Employment Tribunal claims during the financial year 2013-14.

Type of claim	Average Award (all claims ¹)	Average Time in Weeks (all single claims)
Age Discrimination	£6,000	26
Disability Discrimination	£7,518	29
Race Discrimination	£5,513	30
Religious Belief Discrimination	£3,191	29
Sex Discrimination	£8,039	28
Sexual Orientation Discrimination	£6,824	25
Unfair Dismissal	£5,016	20

Source: ET and EAT Annual Statistics 2013-14.

1 The average has been measured by the 'median' which is the middle number in a series of numbers that have been ranked from lowest to highest.

What do Employment Tribunals do?

Employment Tribunals hear cases and make decisions on matters to do with employment such as unfair dismissal, redundancy payments discrimination and a range of claims relating to wages and other payments. Although an Employment Tribunal is not as formal as a court it must comply with rules of procedure and act independently.

Further information

The Employment Tribunals have a public enquiry line which can answer general enquiries, give information about tribunal publications and explain how the tribunal system works. They may be able to help you fill in the form **but they cannot give legal advice**, such as whether the claim made against you is likely to be successful.

Public Enquiry Line number is:

England and Wales: **0300 123 1024**

Scotland: **0141 354 8574**

Textphone number is: **+44 (0)1509 221564**

What do Employment Tribunals do?

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Further help and advice

You do not need to take advice before you fill in the response form but you may find it helpful to do so. You can get information on employment law from Acas who may also be able to assist you resolve the claim against you through conciliation and without the need for a Tribunal hearing. The Acas help line number is **0300 123 1100**. The Acas website address is **www.acas.org.uk**

You can get more help and advice from:

- Free advice services such as a citizens advice bureau or a law centre. The website address for Citizens Advice in England and Wales is **www.citizensadvice.org.uk**, and in Scotland, **www.cas.org.uk**
- Employers' organisations – if you are a member.
- Solicitors and other professional advisers.

Respondent's fees

Respondents might be asked to pay fees when making the following applications or claims, namely:

Employer's contract claim	£160
Application to set aside default judgement	£100
Application to dismiss following settlement or withdrawal	£60
Application for reconsideration of a decision following final hearing (The amount of fee payable in these matters depends on the type of claim.)	£100, or £350
Fee for judicial mediation	£600

When both parties agree to mediation the respondent will have to pay the fee before the mediation begins. We will tell you when to pay.

In the other cases the fees should be paid by the party who makes the application. **You do not need to pay when you send in your application.** When we receive your application we will tell you what you need to pay. If you do not pay the fee your application will not be considered.

How do I respond to the claim?

Your response will not be accepted by the tribunal office unless it is on a form which is approved (prescribed) by HM Courts & Tribunals Service. The form is available in the following formats:

- the paper copy which was sent to you, or.
- a version of the response which can be found on our website at www.employmenttribunals.service.gov.uk

You must complete and return your response form to the tribunal office to reach us by the date on the letter sent with the claim form. It is your responsibility to ensure that the tribunal office receives your response within the relevant time limit; that is **28 days** from the date we sent you a copy of the claimant's claim form.

Or, you can make your response on-line through our website at www.employmenttribunals.service.gov.uk

When you respond on-line, it will be sent automatically to the tribunal office dealing with the case. There is no need to send a copy of your form or to send any other documents by post at this stage.

You should keep a copy of your response form for your records. Whenever you contact us you should quote the case number on our letter and any relevant documents. When you write to us by letter or email, you should send a copy to the claimant and any other respondent in the case and tell us you have done so. If you are asking the Tribunal to make an order or take other action, you must also tell the claimant they should send any objections to the Tribunal as soon as possible.

If the claimant is claiming a redundancy payment or notice pay, wages or holiday pay which you cannot pay due to financial difficulties, you should mention this in your response and tell us about any formal proceedings that are being taken in connection with your financial situation.

What can I do if I cannot meet the deadline for sending in my response?

You can ask the tribunal to extend the time limit if it is not possible for you to fill in the form in time. For example, if you need more time because an important witness (such as the person who took the decision to dismiss the claimant) is abroad on holiday and you need information from them. You must ask for such an extension in writing as soon as possible. If you do not do so within the **28 day** time limit the claim is likely to be treated as one to which no defence has been submitted and a judgment will probably be made against you. Your application for an extension of time must provide full reasons why you are asking for the extension. If you apply after the 28 day time limit has expired you must, in addition, either send in a draft of the response you wish to submit or explain why this cannot be done. An Employment Judge will then decide whether to grant an extension. You will be informed of their decision and cannot assume an extension has been granted until then.

Information needed before your response can be accepted

The tribunal cannot accept your response unless you provide certain minimum information. By law, you must tell us:

- your full name and address;
- whether you want to resist (defend) all or part of the claim;

If your response is not on a form approved (prescribed) by HM Courts & Tribunals Service or does not contain the information shown above, it will be returned and the claim dealt with as if we have not received a response.

What will happen if the tribunal does not accept my response?

Your response will not be accepted and so you cannot resist the claim if:

- Your response is not on a form prescribed by HM Courts & Tribunals Service
- The tribunal office does not receive your response within the time limit and an extension of time has not been granted.
- Your response does not provide all the minimum information.

In these circumstances, an Employment Judge may issue a judgment if they consider it appropriate.

If no response is accepted in relation to the claim then an Employment Judge can decide the claim without the need for a hearing although a hearing to determine compensation may sometimes be required. You would only be entitled to take part in such a hearing to the extent permitted by the Employment Judge who hears the case.

What happens when the tribunal receives my response?

If the tribunal accepts your response, we will send a copy to the claimant. In most cases we will also send a copy to Acas. This step is required by law even if you have been through early conciliation.

Acas's role

Where we send a copy of your response to Acas, the Advisory, Conciliation and Arbitration Service, an Acas conciliator will contact you, even if early conciliation has been tried and was unsuccessful, to explore whether or not it may be possible to resolve the claim against you, through conciliation, and without the need for a tribunal hearing.

Public Interest Disclosure claims

Where a claim consists of, or includes, a claim that the claimant has made a protected disclosure under the Employment Rights Act 1996 (otherwise known as 'whistleblowing') HM Courts & Tribunals Service is required, where the claimant has given their consent that we should do so by ticking box 10.1 of the ET1 form, to copy the claim form or extracts from it to the relevant Regulator. Where the claim contains complaints other than the 'whistleblowing' complaint, all references to the other complaints will be deleted prior to HM Courts & Tribunals Service copying the claim to the Regulator.

Where the claimant has given their consent that we should copy the claim form, or extracts from it, to the Regulator we will write to you to say when and to whom the form was sent. It will be for the Regulator to decide whether the underlying issue contained in the claim form requires investigation.

This will not affect in any way how the claim is processed by HM Courts & Tribunals Service.

Further guidance can be found at www.gov.uk/whistleblowing

Breach of contract claims

If a claimant is no longer employed, he or she may make a claim against an employer for breach of contract. In certain circumstances, this entitles you to make an employer's contract claim.

Any such employer's contract claim must be included in the response form and must be made within 28 days of the date that the copy of the claim form was sent by the Tribunal.

If you are responding to a claim which you received on or after the 29th July 2013, and you make an employer's contract claim in response, you will be required to pay a fee. You do not have to pay the fee with your response, but if you do not the Tribunal will write to you and explain how much you have to pay and how to pay it. If you do not pay the fee as directed, then your contract claim will be dismissed by the Tribunal.

What happens while I am waiting for the case to be heard?

Once we have received your response, there may be some issues which need to be dealt with before the claim can be decided.

For example, either you or the claimant may need to get more information from each other. The tribunal may give directions or orders on this and other matters relating to the case, which you **must** follow. If witnesses are vital to the case but will not come to the hearing freely, you can ask for a witness order to make them attend.

If you decide that you need more information or documents from the claimant, you should ask the claimant for this in writing, giving a reasonable time limit for replying. If the claimant does not provide the information you have asked for, you should write to the tribunal as soon as possible enclosing a copy of your written request and ask the tribunal to issue an order.

The tribunal can also decide that more information is needed from either you or the claimant to clear up a particular matter.

In some cases, the tribunal may hold a preliminary hearing to deal with these matters. This will be held by an Employment Judge on his or her own and you and the claimant will be invited to take part. It may be held over the phone, by video link where that is convenient or in person. If you do not carry out or comply with any order made by the tribunal your response may be dismissed, and/or you may be ordered to pay all or some of the claimant's costs.

Do I have to pay the claimant's costs?

Generally, no. However, the tribunal can make an order for costs or preparation time if it believes that you or your representative have behaved abusively, disruptively or otherwise unreasonably in the way you have conducted your case or thinks that your defence to the claim was so weak that it should not have been raised. Costs are known as expenses in Scotland.

However, for claims made after 29 July 2013, claimants will be required to pay fees. Employment Judges will be able to order respondents to pay back to the claimant(s) any fees they have paid where the claim or application succeeds in full or in part. This is a discretionary award, payable where an employment judge considers it appropriate. If you successfully defend the claim and have paid any application fees, you can also ask for an order that the claimant pay back those fees to you. Again, it will be for an employment judge to decide whether it is appropriate to require a claimant to reimburse any fees paid by the respondent.

Employment Judges and tribunals also have the power, where the hearing relates to a claim made on or after 6 April 2012, to order a party to make a payment to cover expenses incurred by any witness or witnesses who have been asked to attend the hearing.

Financial Penalties

Employment tribunals will have the power, where a claim has been made after 6 April 2014, to order a respondent who has lost a case to pay a financial penalty of up to £5,000 if it considers that the employer's breach of the claimant's employment rights had 'one or more aggravating features'. The minimum amount of any penalty will be set at £100.

A financial penalty may be ordered against an employer even if a financial award has not been made to the claimant. However, if a financial award has been made, the financial penalty must be 50% of the amount of the award subject to a minimum of £100 and a maximum of £5,000. Tribunals must take account of the employer's ability to pay when deciding whether to order a penalty.

Financial penalties will not be paid to the claimant in the case but to the Secretary of State and is paid into the Government's Consolidated Fund.

If the employer pays the penalty within 21 days sum payable will be reduced by 50%.

When will the claim be heard?

We will write to you and the claimant at least 14 days before the day of the hearing to tell you when the hearing will take place. With this letter, we will direct you to a booklet called **'The hearing'** which will help you prepare.

What should I do if the case settles?

Both parties should let us know immediately if the case is settled before the date of the hearing. The conciliation officer will let us know if your case is settled through Acas.

Correspondence

When we write to you we will refer to you as the '**respondent**'.

We will send a copy of your response form to the claimant.

Parties are required under the Rules of Procedure to copy any letters or documents that they send to the Tribunal (other than an application for a witness order) to all other parties and must state that this has been done. You can show that this has been done, for example, by the use of "cc".

We will send you and the claimant any decision or judgment the tribunal makes.

You must let us know immediately if your contact details change.

If you have a representative acting for you, we will send all correspondence about the case to them and not to you and you must pass any further requests for information through them and not straight to us.

Can I correspond by e-mail?

Yes – a full list of employment tribunal e-mail addresses can be found at the back of this booklet. You should make sure you quote the case number in any correspondence and in the title bar of the e-mail and send it to the tribunal office dealing with the claim. The office will do its best to correspond by email if this is your preference but, for a variety of reasons, it is not always possible to do so (particularly where the office needs to send you documents which have not been received electronically or contain an Employment Judge's signature). Documents of this type will be sent by post.

Documents you send to the tribunal **must** be in a 'Word' compatible format. We will not accept documents in other formats. When we receive your e-mail, we will send you an electronic acknowledgement. Do not send further e-mails or phone the tribunal office unless you have not received an acknowledgement within two working days of sending your e-mail.

You are responsible for making sure that the tribunal receives any correspondence sent by e-mail within the relevant time limit.

If you want us to communicate with you by e-mail whenever possible, you will need to supply a valid e-mail address. You can do this by filling in **box 2.6** on the response form or at any stage later. When you ask us to communicate with you by e-mail **you are agreeing that**

you check for incoming e-mail at least once every day and that we may pass your e-mail address to other people involved in the claim.

If we send any documents by e-mail we will use enclosures using the software 'Word XP' currently used by our offices.

Disability or special needs

If you or anyone coming to a tribunal with you has a disability or a particular need, you should contact the tribunal office dealing with your case to discuss the matter. Examples of the help we can provide include converting documents to Braille or larger print, and paying for sign language interpreters. We can also provide hearing-induction loops in the room where the hearing is held if you need them. Please contact us as soon as possible, so we can make appropriate or suitable arrangements.

Standards of service

If you are unhappy with our service, please contact any tribunal office or our Public Enquiry Line for a copy of our leaflet **EX343 - Unhappy with our service - what can you do?** This explains our complaints procedure.

Public Enquiry Line: England and Wales: **0300 123 1024**; Scotland: **0141 354 8574**
Textphone: **+44 (0)1509 221564**

Further information

Further information can be found on the following link;
www.gov.uk/courts-tribunals/employment-tribunal

Access to information

You can request information from us; or ask for any information held electronically about you, by writing to:

Data Access and Compliance Unit, Information Directorate, Ministry of Justice, 1st Floor,
Zone C, 102 Petty France, London SW1H 9AJ

There may be a charge for responding to requests for information.

Welsh Language Act

If you are responding to a claim in Wales you can ask that correspondence and phone calls are in Welsh. If both sides agree, the hearings may be carried out just in Welsh. If both English and Welsh are used at a hearing, we can provide translation facilities if you ask.

Filling in the response form

We have designed these guidance notes to be as helpful as possible. However, they do not give a full statement of the law. Your response will not be accepted if you do not provide the information marked with an asterisk (*).

1 Claimant

- 1.1 Please give the full first and family name of the claimant. It is not necessary to give a title.

2 Your details

- 2.1* Please give the full name of the respondent who is completing this form, or on whose behalf it is being completed. Please say whether the respondent is a sole trader, a partnership, a limited liability company, a plc, a limited company or otherwise.
- 2.2 Give the name of the person we should use as a contact point if you have not appointed a representative.
- 2.3* Give the full address and post code of the respondent completing the form including the DX number if known.
- 2.4 Give us the full phone number (including the dialling code) for the contact person named at 2.2.
- 2.5 Tick the relevant box to say how you would prefer us to contact you in future. Please do not provide an e-mail address unless you check your e-mails every day. While we will usually try to use e-mail if you want us to, this may not always be possible.
- 2.6 Give us the e-mail address and fax number for the contact person named at 2.2

You are not obliged to answer questions 2.7 to 2.9 but this information would be useful for monitoring and research purposes and may assist the tribunal. Any monitoring or research carried out using this information would not identify any organisation or individual.

- 2.7 Please give the number of people the organisation employs in Great Britain (Great Britain is England, Scotland and Wales). Please give an approximate figure if you do not know the exact number.
- 2.8 Please tick 'Yes' if the respondent has more than one site in Great Britain.
- 2.9 If you have ticked 'Yes' in 2.8 please give the number of people employed at the place where the claimant worked. Please give an approximate figure if you do not know the exact number.

3 Acas early conciliation details

- 3.1 Please tick the appropriate box to say whether or not you agree with what the claimant has said about early conciliation. If yes, please now go straight to section 4. If you disagree, please give the details you believe to be correct here.

4 Employment details

If the claimant is, or was, a worker providing services to you, please answer the following questions as if 'employment' referred to the claimant's working relationship with you.

- 4.1 Please tick the appropriate box to say whether or not you agree with the dates of employment given by the claimant in section 5.1 of their claim form. If you tick 'Yes', please now go straight to **section 4.2**. If you disagree, please give the details you believe to be correct here and say why you disagree with the dates given by the claimant.
- 4.2 Please tick the appropriate box to say whether or not the claimant's employment is continuing.
- 4.3 Please tick the appropriate box to say whether or not you agree with the claimant's answer about the description of their job or their job title. If you tick 'Yes', please now go straight to **section 5.1**. If you disagree, please give the details you believe to be correct here.

5 Earnings and benefits

- 5.1 Please tick the appropriate box to say whether or not you agree with the hours of work the claimant has given in section 6.1 of their claim form. If you tick 'Yes' please now go straight to **section 5.2**.

If you disagree, please give the number of hours you believe to be correct here. Please round up to the nearest hour.

- 5.2 Please tick the appropriate box to say whether or not you agree with the earnings details the claimant has given in section 6.2 of their claim form. If you tick 'Yes' please now go straight to **section 5.3**.

If you disagree, please give the earnings details you believe to be correct here and tick the relevant box to show whether this is for a week or a month.

- 5.3 Please tick the appropriate box to say whether or not you agree with the claimant's answer about working or being paid for a period of notice in section 6.3 of their claim form. If you tick 'Yes', please now go straight to **section 5.4**.

If you disagree with the claimant's answer, please give the details you believe to be correct here. If relevant, please give a full explanation of the reasons why the claimant did not work, or did not receive payment for, a period of notice.

- 5.4 Please tick the appropriate box to say whether or not you agree with the details given by the claimant about pension and other benefits in sections 6.4 and 6.5 of their claim form. If you tick 'Yes', please now go straight to **section 6**.

If you disagree, please give the details you believe to be correct.

6 Response

- 6.1* Please tick the appropriate box to say whether or not you defend (i.e. contest) the claim made by the claimant. If you only defend a part of the claim, please tick 'Yes' and tell us which part of the claim you are resisting in the space provided. If you tick 'No', please now go straight to **section 7**.

If you have ticked 'Yes', please explain the grounds on which you are resisting the claim. If the claim is about more than one issue, you will need to respond to each issue. Clearly explain what points you disagree with and give information to support your argument. If the respondent dismissed the claimant, explain the procedure you followed before the actual dismissal and give full reasons why you dismissed the claimant. Give full reasons if you disagree that your organisation owes the claimant money or if you disagree with the amount claimed. At this stage you should not send any documents to support your response. However, you may have to produce them if the claim goes to a hearing. If there is not enough space, please continue on a separate sheet and attach it to this form.

7 Employer's Contract Claim

- 7.1 Please refer to the section on Breach of Contract claims above for details on the circumstances when a respondent can make an employer's contract claim. Note that there is a fee of £160 to bring an employer's contract claim. You do not need to pay this fee when you send your response. We will write to you after we receive the response and explain how to make payment. Failure to make the payment will result in the contract claim being dismissed.
- 7.2 Please tick the box to confirm you wish to make an employer's contract claim in response to the employee's contract claim and continue to section 7.3.
- 7.3 In the space provided please set out the details of your claim, including any important dates.

8 Your representative

A person you ask to act on your behalf is known as your representative. We will deal only with your representative if you appoint one – we will not deal directly with you. Please do not give the name of a representative unless they have agreed to act for you. Do not give the name of a person or organisation who is only giving you advice on filling in this form.

- 8.1 If you know the name of the person representing you, give their name here.
- 8.2 Give the full name of the representative's organisation if any (for example, the firm of solicitors or the employers' association).
- 8.3 Give the full address and postcode of the 'representative or of their organisation.
- 8.4 Give the DX number (if known) of the representative or of their organisation.
- 8.5 Give the representative's phone number including the full dialling code.
- 8.6 Give the representative's mobile phone number.
- 8.7 Give the reference number your representative has given to your case (if you know it).
- 8.8 Tick the appropriate box to say how your representative would prefer us to contact them in future.
- 8.9 If your representative would prefer that we contact him/her in future by email, please provide their e-mail address. Please only include your representative's e-mail address if they check their emails every day.
- 8.10 If your representative would prefer that we contact them in future by fax, please provide your representative's fax number (including full dialling code).

9 Disability

- 9.1 Please tick 'Yes' if you consider that you have a disability. If you feel able to do so please say what this disability is and give details of any help you may need from tribunal staff. Examples of the help we can provide include converting documents to Braille or larger print and paying for sign language interpreters. Bear in mind that if we do not know that you have a disability we will not know what reasonable adjustments might assist you to participate in the tribunal process.

10

Please tick the box to confirm you have re-read the form and checked you have entered all the relevant information.

Data Protection Act 1998

We will send a copy of this form to the claimant and Acas. We will put the information you give us on this form onto a computer. This helps us to monitor progress and produce statistics. Information provided on this form is passed to the Department for Business, Innovation and Skills to assist research into the use and effectiveness of employment tribunals.

Employment tribunal offices

Aberdeen	Mezzanine Floor, Atholl House, 84-88 Guild Street, Aberdeen AB11 6LT	t. 01224 593137 e. aberdeenet@hmcts.gsi.gov.uk
Bristol	Bristol Civil and Family Justice Centre, 2 Redcliff Street, Bristol BS1 6GR	t. 0117 929 8261 e. bristolet@hmcts.gsi.gov.uk
Cardiff	2nd Floor, Caradog House, 1-6 St Andrews Place, Cardiff CF10 3BE	t. 029 2067 8100 e. cardiffet@hmcts.gsi.gov.uk
Dundee	Ground Floor, Block C, Caledonian House, Greenmarket, Dundee DD1 4QB	t. 01382 221578 e. dundeeet@hmcts.gsi.gov.uk
East London	2nd Floor, Anchorage House, 2 Clove Crescent, London E14 2BE	t. 020 7538 6161 e. eastlondon@hmcts.gsi.gov.uk
Edinburgh	54-56 Melville Street, Edinburgh EH3 7HF	t. 0131 226 5584 e. edinburghet@hmcts.gsi.gov.uk
Glasgow	Eagle Building, 215 Bothwell Street, Glasgow G2 7TS	t. 0141 204 0730 e. glasgowet@hmcts.gsi.gov.uk
Huntingdon	Huntingdon Law Courts, Walden Road, Huntingdon PE29 3DW	t. 01480 415600 e. huntingdonet@hmcts.gsi.gov.uk
Leeds	4th Floor, City Exchange, 11 Albion Street, Leeds LS1 5ES	t. 0113 245 9741 e. leedset@hmcts.gsi.gov.uk
London Central	Victory House, 30-34 Kingsway, London WC2B 6EX	t. 020 7273 8603 e. londoncentralet@hmcts.gsi.gov.uk
London South	Montague Court, 101 London Road, West Croydon CR0 2RF	t. 020 8667 9131 e. londonsouthet@hmcts.gsi.gov.uk
Manchester	Alexandra House, 14-22 The Parsonage, Manchester M3 2JA	t. 0161 833 6100 e. manchesteret@hmcts.gsi.gov.uk
Midlands (East)	Nottingham Justice Centre, Carrington Street, Nottingham, NG2 1EE	t. 0115 947 5701 e. midlandseastet@hmcts.gsi.gov.uk
Midlands (West)	Centre City Tower, 7 Hill Street, Birmingham B5 4UU	t. 0121 600 7780 e. midlandswestet@hmcts.gsi.gov.uk
Newcastle	Kings Court, Earl Grey Way, Royal Quays, North Shields, Tyne & Wear NE29 6AR	t. 0191 260 6900 e. newcastleet@hmcts.gsi.gov.uk
Watford	3rd Floor, Radius House, 51 Clarendon Rd, Watford WD17 1HP	t. 01923 281 750 e. watfordet@hmcts.gsi.gov.uk

Our offices are open from 9.00am to 5.00pm Monday to Friday.

We will direct you to a map showing the location of the office where the hearing has been arranged and giving details of local car parking and facilities for refreshments and phones.

Public Enquiry Line: England and Wales: **0300 123 1024**; Scotland: **0141 354 8574**

Textphone: **+44 (0)1509 221564**